

欢迎光临 Bem-vindo

Hoşgeldiniz Καλώς ήλθατε

Benvenuti 歡迎 Witamy

Üdvözlet Hân hoan chào đón

Mirë se vjen स्वागतम्

Mabuhay Welcome

مرحبا добро пожаловать

Willkommen Dobrodošli

Soo Dhawow Bienvenido



**Living in Newfoundland & Labrador**

A Newcomers' Pocket Guide

This publication was made possible with the support of Citizenship and Immigration Canada.

We welcome suggestions and comments for future editions of this guide. Please contact us at:

**Association for New Canadians**  
**P.O. Box 2031, Station C**  
**St. John's, NL A1C 5R6**

Please note: Although every effort has been made to ensure the accuracy, currency, and reliability of the information contained in this guide, the Association for New Canadians or the Department of Citizenship and Immigration Canada do not offer any guarantees in this regard.

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## **Personal Information**

Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## **Emergency Contact Information**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## **Special Emergency Instructions**

Blood Type: \_\_\_\_\_

Allergies: \_\_\_\_\_

\_\_\_\_\_



### Lyrics to O Canada!

*O Canada!  
Our home and native land!  
True patriot love in all thy sons command.*

*With glowing hearts we see thee rise,  
The True North strong and free!  
From far and wide,*

*O Canada, we stand on guard for thee.  
God keep our land glorious and free!*

*O Canada, we stand on guard for thee.  
O Canada, we stand on guard for thee.*

### Lyrics to Ode to Newfoundland

*When Sun rays crown thy pine clad hills  
And Summer spreads her hand  
When silvern voices tune thy rills  
We love thee, smiling land  
We love thee, we love thee  
We love thee, smiling land.*

*When spreads thy cloak of shimmering white  
At Winter's stern command  
Thro' shortened day, and starlit night  
We love thee, frozen land  
We love thee, we love thee  
We love thee, frozen land.*

*When blinding storm gusts fret thy shore  
And wild waves lash thy strand  
Thro' spindrift swirl and tempest roar  
We love thee, wind-swept land  
We love thee, we love thee  
We love thee, wind-swept land.*

*As loved our fathers, so we love  
Where once they stood we stand  
Their prayer we raise to heaven above  
God guard thee, Newfoundland  
God guard thee, God guard thee  
God guard thee, Newfoundland.*



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# Settling in

## Immigrant Settlement Agencies

Immigrant Settlement Agencies help immigrants and refugees settle into their new community and country. These agencies may also help with immigration problems, adjusting to life in Canada, English classes, finding a job, finding a place to live, volunteer opportunities, and other services.

There are also multicultural groups and volunteer organizations that work to assist newcomers. In Newfoundland and Labrador these include the Friends of India Association, Hebrew Congregation of Newfoundland and Labrador, Philippine Newfoundland Organization, Chinese Association of Newfoundland and Labrador, Hindu Temple Association Corporation, Newfoundland Sikh Society, Multicultural Organization of Newfoundland, African and Canadian Association of Newfoundland, Sri Lanka Association, and the Muslim Association of Newfoundland and Labrador, among others.

## The Association for New Canadians

The Association for New Canadians (ANC) is an Immigrant Settlement Agency. The ANC is funded by Citizenship and Immigration Canada (CIC) to provide programs and services to help newcomers adapt, settle and integrate into Canadian society. The ANC offers the following programs and services:

### Settlement, Orientation and Integration

The Association for New Canadians provides settlement programs and services for Government Assisted and Privately Sponsored Refugees, as well as other Permanent Residents. The following programs and services are designed to help newcomers adapt, settle, and integrate into Canadian society:

- Resettlement Assistance Program (RAP)
- Information, Referral and Orientation
- Interpretation and Translation
- Settlement Social Worker
- Life Skills Program
- Public Health Nurse

**For more information on Settlement, Orientation and Integration programs and services, please contact the ANC at:**

**Phone: (709) 722-9680**

**Fax: (709) 754-4407**

**Email: [settlement@nfld.net](mailto:settlement@nfld.net)**



**ANC Main Office**  
144 Military Road, St. John's

## ESL Training and Assessment

Since 1989, the Association for New Canadians has been delivering English as a Second Language (ESL) training to immigrants and refugees arriving in Newfoundland and Labrador. The English as a Second Language Program is offered at the ESL Training Centre on Smithville Crescent in St. John's. The centre has several classrooms, childcare services, and a computer lab.

The Association for New Canadians offers the following ESL Training and Assessment programs and services:

- English as a Second Language Classes
- Itinerant Teacher Program
- Outreach Tutor program
- LINC Home Study Program
- English as a Second Language Evening Classes
- Evening Pronunciation Classes

**For more information on ESL Training and Assessment programs and services, please contact the ANC at:**

**Phone: (709) 726-6848**  
**Fax: (709) 726-6841**  
**Email: [linc@nfld.net](mailto:linc@nfld.net)**

### **Volunteer Connections Program**

This program matches newcomers with volunteers who help them adjust to life in Canada. Volunteers can assist newcomers in many ways such as learning how to use available services, practicing their English or French, making work contacts, and helping with activities such as banking, shopping and using local transit.

**For more information on the Volunteer Connections Program, please contact Volunteer Connections at:**

**Phone: (709) 722-0921**  
**Fax: (709) 754-4407**  
**Email: [ancvolunteer@nfld.net](mailto:ancvolunteer@nfld.net)**

### **Employment Services**

AXIS (Acquiring eXperience; Integrating Skills) can help you find a job or start your own business. AXIS Career Services offer the following programs and services:

- Pre-Employment Training
- Individual and Group Counselling
- Bridge-to-Work Programs

- Credential Assessment Information
- Advanced Language Training

**For more information on these and other career services and programs, contact AXIS at:**

**Phone: (709) 579-1780**  
**Fax: (709) 579-1894**  
**Email: [axis@nfld.net](mailto:axis@nfld.net)**  
**Web: [www.axiscareers.net](http://www.axiscareers.net)**

### **Settlement Workers in the Schools (SWIS)**

The Settlement Workers in the Schools Program aims to identify and meet the needs of refugee children and youth to help them adjust to the Canadian school system and community. SWIS offers the following programs and services:

- Homework Club
- After School Programs
- Summer Enrichment Program
- Summer Program for Children

**For more information on the programs and services offered by the Settlement Workers in the Schools Program, please contact the SWIS Office at:**

**Phone: (709) 722-2828**  
**Fax: (709) 754-4407**  
**Email: [swiscoordinator@nfld.net](mailto:swiscoordinator@nfld.net)**







**Canada has three levels of government: federal, provincial and municipal (local). All three levels of government are elected by the citizens of Canada.**

## **Federal Government (Government of Canada)**

The federal government is responsible for such things as international policies, immigration, defence, and criminal law. Names and contact information of federal government departments are available in the Blue Pages of the telephone book under "Government of Canada," or on the federal website at [www.canada.gc.ca](http://www.canada.gc.ca)

## **Provincial Government (Government of Newfoundland and Labrador)**

Canada is divided into ten provinces and three territories. Each province and territory has its own government. The Provincial Government is responsible for such things as health care, education, highways, tourism, agriculture and industry. Names and contact information of provincial government departments can be found in the Blue Pages of the telephone book under "Government of Newfoundland and Labrador," or on the provincial government website at [www.gov.nl.ca](http://www.gov.nl.ca)

## **Municipal Government**

Municipal governments – cities, towns and villages – are set up by the provincial government and provide services such as water, sewage, garbage disposal, roads, sidewalks, building codes, parks, playgrounds, and libraries. Names and contact information of municipal departments can be found in the Blue Pages of the telephone book.

## **Department of Citizenship and Immigration Canada**

The Department of Citizenship and Immigration Canada (CIC) is a federal government department established in 1994. Its responsibilities include immigration applications and levels, selection criteria, visa requirements, refugee issues, settlement, and federal-provincial relations on immigration.

The Department of Citizenship and Immigration Canada works in partnership with several departments and agencies to carry out the following activities:

- Screens and approves admission for immigrants, foreign students, visitors and temporary workers;
- Resettles, protects and provides a safe haven for refugees;
- Helps newcomers adapt to Canadian society and become Canadian citizens;
- Manages access to Canada to protect the security and health of Canadians and the integrity of Canadian laws; and,
- Helps Canadians and newcomers to participate fully in the economic, political, social and cultural life of the country.

## **Citizenship**

CIC manages the application process and guides applicants through the steps to becoming Canadian citizens. CIC staff process citizenship applications, requests for proof of citizenship and searches of citizenship records.

## **Immigration**

Canada has a proud tradition of welcoming immigrants. Our immigration system, refugee system and network of organizations to help newcomers settle and integrate are among the best in the world.

## Multiculturalism

The Government of Canada is committed to reaching out to Canadians and newcomers and is developing lasting relationships with ethnic and religious communities in Canada. It encourages these communities to participate fully in society by enhancing their level of economic, social, and cultural integration.

### Office of Immigration and Multiculturalism

The Office of Immigration and Multiculturalism (OIM) is a provincial government department formed in 2007. OIM provides detailed information on living in Newfoundland and Labrador, and offers help to newcomers who wish to work, visit, attend school, or immigrate here.

OIM works to:

- Build awareness of the benefits of immigration
- Promote Newfoundland and Labrador as a destination of choice to prospective immigrants
- Create welcoming communities and enhance settlement services
- Promote multiculturalism throughout the province
- Administer the Newfoundland and Labrador Provincial Nominee Program (NLPNP)

The Provincial Nominee Program allows provinces and territories to select immigrants with specialized skills that will help contribute to the local economy. The Program offers a faster immigration process for successful applicants who wish to settle permanently in Newfoundland and Labrador. For more detailed information on the Provincial Nominee Program, visit [www.nlppn.ca](http://www.nlppn.ca).

### Office of Immigration and Multiculturalism Advanced Education and Skills

Viking Building  
136 Crosbie Road  
P.O. Box 8700  
St. John's, NL A1B 4J6  
Tel: 1-709-729-6607  
Fax: 1-709-729-7381  
Email: [immigration@gov.nl.ca](mailto:immigration@gov.nl.ca)  
Web: [www.nlimmigration.ca](http://www.nlimmigration.ca)

## Becoming a Canadian Citizen

Generally, after three years in Canada, Permanent Residents may apply for Canadian citizenship.

**To apply for a Canadian citizenship, call the Citizenship and Immigration Canada (CIC) Call Center toll free at 1-888-242-2100 or go to their website at [www.cic.gc.ca](http://www.cic.gc.ca).**

Permanent Residents who become citizens have the same rights and responsibilities as citizens who were born in Canada. For example, voting is both a right and a responsibility of Canadians. Here are some other rights of Canadian citizens:

- You have the right to live in any province or territory in Canada
- You have the right to have a Canadian passport
- You have the right to leave and return to Canada freely
- You have the right to own any type of property
- You have the right to work at any job for which you are qualified

Here are some important responsibilities of Canadians:

- You must obey the laws of Canada
- You must pay taxes
- You should respect the rights of others
- You should respect the environment

The ANC can help with information and advice when applying for Canadian citizenship.



# Important Documents

Documents such as identification cards, Social Insurance Number card, and your Medical Care Plan card are important. In order to get these cards, you will need primary and secondary documents.

## Primary Documents include:

- Birth Certificate
- Passport
- Photo Driver's License from another jurisdiction
- Citizenship, Immigration, Naturalization or Canadian Permanent Resident papers

## Secondary Documents include:

- Marriage Certificate
- Social Insurance Card
- Credit Card
- School Identification Card (photograph: Newfoundland and Labrador)
- Government Identification Card (Newfoundland and Labrador)
- MCP Card

If any of these documents are lost or stolen, you must report this to the government agency that issued the document. It is important that primary documents are originals and that they are in English or French. If your primary documents are not in English or French, contact the ANC about getting proper translations.

## Photo Identification Card (ID Card)

A photo identity card is necessary if you do not have a Driver's License. The Motor Registration Division is responsible for issuing photo identification cards. The card is accepted when identification is needed by law. You must be a resident of this province to qualify for a photo identification card. The type of documentation that must be shown is the same as for getting a Driver's License.

## Social Insurance Number

The Social Insurance Number is a nine-digit number used in various Canadian government programs. You will need to have a SIN card to work in Canada or to receive government benefits. It is one of the most important pieces of identification in Canada. It is also important that you get Social Insurance Numbers for your children. Do not let others know your Social Insurance Number. When you apply for a Social Insurance Number card, you must provide a primary document.

**To apply for, or to amend, a Social Insurance Number, you must complete an application form. You can get an application form from your local Service Canada office or print it from the government website at: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).**

## Newfoundland and Labrador Medical Care Plan

Your MCP Card is used for getting medical treatment. To apply for the MCP card, you must complete an application form. You can get a form at a hospital, your doctor's office, at the MCP office, or by downloading it from the MCP website at

[www.health.gov.nl.ca/mcp](http://www.health.gov.nl.ca/mcp). You can also contact the MCP office by phone at 1-866-449-4459 (St. John's/Avalon Region) or 1-800-563-1557 (All other areas, including Labrador).



# Living in Newfoundland and Labrador



## Geography and Climate

Newfoundland and Labrador was the tenth province to join Canada on March 31, 1949. It is made up of the island of Newfoundland and the mainland portion of Labrador. The entire province was known as Newfoundland until 2001 when the province became officially known as "Newfoundland and Labrador."

In Newfoundland, temperatures range from an average of 15 degrees Celsius ( $^{\circ}\text{C}$ ) in July to  $-5^{\circ}\text{C}$  in January. Rainfall ranges from 30 inches in the northeast to 60 inches in the south. The island is covered by snow in the winter, with the largest snowfall in the northeast. There is fog on the east and southeast coasts, especially in the spring and early summer.

Labrador is between 10 to 15 degrees colder during the winter. The average temperature is  $-7^{\circ}\text{C}$  but is often colder at night. The summer is usually short and cool, with an average temperature in July of  $10^{\circ}\text{C}$  on the coast and  $15^{\circ}\text{C}$  inland.

The island of Newfoundland has many cities and towns. The majority of people live on the Avalon Peninsula, on the east coast of the island, which includes the capital city, St. John's. Corner Brook is located on the west coast of the island and is the governmental, medical and educational centre of the western region. Gander, located in the centre of the

island, has an international airport and is the administrative and medical centre for the area.

Labrador has two major towns, Happy Valley-Goose Bay and Labrador City. Happy Valley-Goose Bay is the administrative, medical and educational center for Labrador. There is also a military airbase in Goose Bay.

## People

Although Canada is officially bilingual (English and French), the vast majority of the population in Newfoundland and Labrador speak English as a first language. French speaking areas of the province include the Port-au-Port Peninsula on the west coast of the island, among others.

Most Newfoundlanders are of English or Irish descent. In Labrador, there are indigenous groups of Inuit, Innu (Montagnais-Naskapi) and Metis. The Mi'kmaq First Nation live in Conne River, in various regions in the island Central Region, and on the West Coast.

**The island of Newfoundland has many cities and towns. The majority of people live on the Avalon Peninsula, on the east coast of the island, which includes the capital city, St. John's.**



## The Economy

Many people are employed in areas such as government services, education, retail and support services. Major industries in Newfoundland and Labrador include Mining and Oil Production, Fishing and Aquaculture, Manufacturing, Agriculture and Tourism. Traditional industries in Newfoundland and Labrador include Mining, Fishing, and Forest-based industries.

## Holidays

There are six statutory holidays in Canada: New Year's Day, Good Friday, Canada Day, Labour Day, Remembrance Day, and Christmas Day. Other public holidays include St. Patrick's Day, St. George's Day, Orangemen's Day, Easter Sunday, Victoria Day, Thanksgiving Day, and Boxing Day.

## Shopping for Food

Supermarkets are located in most cities, towns and villages throughout the province. Supermarkets provide one-stop shopping for food and other items. Most supermarkets have their own brand name items that are usually cheaper than the major brands. You should compare prices. Sometimes you may get discount coupons in the mail, in newspapers or in sales flyers. Use these coupons to save money when you buy food.

**Ethnic specialty food can be purchased in various locations in St. John's. You can find these items at supermarkets, bulk stores, or specialty stores.**

**Pictured below:**  
**Dominion Supermarket,**  
**260 Blackmarsh Road, St. John's.**



## Shopping in Department Stores or Shopping Centres

Department stores and shopping centres offer many products including clothes, shoes, specialty items, kitchen and bathroom supplies, electronics, and furniture items. For the nearest location in your area look under "Department Stores" or "Shopping Centres" in the Yellow Pages of your phonebook. When you purchase something in a Department Store, Shopping Centre or other store, you are given a receipt. Some stores allow you to return or exchange your purchase within a specific period of time. You must keep your receipt in case you want to return or exchange your purchase.



**Newfoundland and Labrador's largest shopping centre located at 48 Kenmount Road, St. John's.**

## Specialty Stores

There are many stores throughout the province that specialize in clothes, furniture, and appliances. Keep in mind that prices are different depending on the store. Be prepared to shop around to get the best deal. For the nearest location in your area, look under "Clothes," "Furniture," or "Appliances" in the Yellow Pages of the phonebook.



## Buying Second-hand

If you're shopping for clothing, furniture or household appliances, it is usually less expensive to buy these items second-hand. Second-hand stores, newspaper classifieds, and local online classified sites such as Kijiji ([www.kijiji.ca](http://www.kijiji.ca)) and NLClassifieds ([www.nlclassifieds.com](http://www.nlclassifieds.com)) are good places to start.

There are a number of second hand stores in the province where you can buy clothing, furniture and/or appliances. Look in the Yellow Pages of the phonebook under "Appliances-Used-Sales" for stores that sell used appliances, "Furniture-Used-Sales" for stores that sell used furniture,

and "Second-Hand Stores" for stores that sell used clothing.

## Harmonized Sales Tax

Most goods and services in Newfoundland and Labrador are subject to a 13% Harmonized Sales Tax (HST). The HST is not included on the price tags of items.

**Some items are not subject to this tax, such as most grocery items and medical services.**

# Housing

**One of the first things people must do when moving to a new area is to find a place to live. The ANC helps newcomers look for different types of housing. If you have a large family, renting a house might be better. Other people may prefer to rent an apartment or a room in a house.**

## There are many things to think about when looking for a place to live:

- Where will you be working or studying?
- If you don't have a car, is it close to bus stops?
- How much rent can you afford?
- Are you close to daycare or schools?
- Does anyone in your family need a place with special access features?
- Are you near grocery stores?

## Where to Look

- Review the classified section of local newspapers
- Check classified websites such as Kijiji ([www.kijiji.ca](http://www.kijiji.ca)) or NLClassifieds ([www.nlclassifieds.com](http://www.nlclassifieds.com))
- Look for "Vacancy" or "For Rent" signs on houses and apartment buildings
- Look for ads on notice boards at grocery stores, laundromats and community centers
- Ask a Settlement Counsellor at the Association for New Canadians





## Finding a Place

When you find a place you like, you should ask these questions:

- How much is rent and when is it due?
- The price of rent depends on the size and location of the house. It is usually paid on the 1st of the month.
- Are utilities included in the rent?
- Utilities are electricity, gas or oil (for heating and/or cooking). Sometimes utilities are included in the rent. This will be specified in the rental agreement.
- Is a written agreement required? If yes, what kind of rental agreement is it? Weekly? Monthly? 6 months?
- How much is the damage deposit?

**A rental agreement is sometimes called a "lease."** When you agree to rent a house, apartment or room, you usually have to sign a formal lease or rental agreement. This is an agreement that says how long you agree to stay (usually 6 months or 1 year) and includes such things as the first month's rent and a security (damage) deposit. Read the contract carefully and, if possible, have someone who knows the local conditions review it before you sign. If you leave before the date on the lease, you will have to pay for the remaining monthly rent on your lease or find someone to take over the lease for you. In Newfoundland and Labrador there are laws for tenants and landlords.

For more detailed information on these laws, go to the government website at: [www.gs.gov.nl.ca/landlord/residential\\_tenancies.html](http://www.gs.gov.nl.ca/landlord/residential_tenancies.html)

**The damage deposit is extra money (up to ¼ of one month's rent) that you pay when you move in. The landlord keeps this money until you move out. The money can be used to repair any damage you do. If you do not do any damage, and clean the apartment before you move out, the landlord must give you back all the money, plus interest, within 15 days.**

## Rights and Responsibilities

Both landlords and tenants have rights and responsibilities. One of the landlord's responsibilities is to provide you with a copy of the Residential Tenancies Act. The Act defines the rights and responsibilities for both Landlord and Tenant. For more information on the rights and responsibilities of landlords and tenants visit the government of Newfoundland and Labrador website at [www.gs.gov.nl.ca/landlord/index.html](http://www.gs.gov.nl.ca/landlord/index.html)

## Moving In – Getting Your Utilities and Telephone/Internet/Cable Connected

If your utilities are not included in the rent, you must have the electricity in your name, and have your telephone/internet/cable television connected.

**Electricity and Heating:** To get electricity services in your name contact Newfoundland Power and/or a local oil company. Look in the White Pages of your phone book to find Newfoundland Power and the Yellow Pages under "Oils – Fuel" for oil delivery.

**Telephone:** To get your telephone connected, look in the Yellow Pages of the phonebook under "Telephone Companies." Your monthly bill will include charges for network service, equipment and long distance calls. Please note that long distance and overseas calls are charged by the minute and can be very expensive. It may be cheaper if you make long distance and overseas calls during evenings or on the weekends. You can also buy long distance discount packages, or use a calling card to make long distance phone calls.

Some people may choose to get a cellular phone. Cellular phones are available from a variety of companies, each with different rates and pay plans. It is best to shop around and compare prices before choosing a cellular phone company.

**Internet:** To get your internet connected, look in the Yellow Pages of the phonebook under "Internet Products and Services." Your monthly bill for internet will include charges for network service and equipment. There are sometimes installation charges when you connect internet services.

**Cable:** To get your cable television connected, look in the Yellow Pages of the phonebook under "Cable Television Companies." Your monthly bill for cable television will include charges for network service and equipment. There are sometimes installation charges when you connect cable services.

## Mail

In most cities and towns, mail is delivered to your house or apartment. If you live in an area without home delivery, contact your local post office or postal outlet to get a community mailbox. Their addresses can be found in the White Pages of the telephone book under Canada Post. You can also find more information on the Canada Post website at [www.canadapost.ca](http://www.canadapost.ca)

## Garbage Collection and Recycling

Each city or town in Newfoundland and Labrador has its own rules about garbage collection. In St. John's, for example, you must have a net to cover your garbage bags or a sealed bin to put your garbage in. Your city or town will collect garbage once a week. If you live in an apartment building there is usually a "dumpster," a collection room or a chute for your garbage.

Recycling services are available in some areas of the province. In St. John's, for example, recyclables are picked up every two weeks with your garbage. Some cities and towns require that you use coloured boxes or bags for recyclables pick-up service. Others are still planning recycling services for the future. For detailed information on garbage pick-up and recycling in your area, contact your local City or Town Hall.

## Laundry

If you live somewhere without a washing machine or clothes dryer, you will want to find a nearby Laundromat to wash and dry your clothes. Laundromats are businesses where you can wash and dry your clothes for a few dollars. Some apartment buildings have laundry rooms with coin-operated washers and dryers.

## When Moving Out

### Give Notice

- When you plan to move out, you must tell your landlord in writing. This is called "giving notice." You must give at least one month's notice before moving out. Do this by the last day of the month before you want to move out. If you do not give notice to your landlord by the last day of the month before you move out, you will have to pay rent for the following month.

### Clean

- You must clean your rented house or apartment before moving out. Remember to clean the stove, fridge, bathrooms, and light fixtures. Check your lease to see if you should clean your carpets or drapes. If you do not clean before you leave, your landlord may keep some or all of your damage deposit.

### Cancel/Transfer Your Utilities and Telephone/Internet/Cable

- Call the telephone, internet, and cable companies to have these services stopped or transferred to your new address. If you pay for electricity, gas or oil, phone the companies and tell them to stop the service or to transfer the service to your new address. If you do not cancel or transfer your utilities, telephone, cable and internet services, you will have to continue paying for these services, even after you leave the address.

## Change Your Address

- Go to the post office and fill in a "change of address" form. The post office will send your mail from the old address to the new address. There is a fee for this service. Give your new address to your bank, employer, school, medical plan, Motor Vehicle branch, telephone, and internet/cable company.



# Transportation and Travel

## Taxis

Taxis are convenient, but can be expensive. Most cities and towns have taxis. You can order a taxi by telephone. Look in the Yellow Pages of the phone book under "Taxis."



**Some popular taxi cab companies in the St. John's Metropolitan area are Jiffy Cabs 709-722-2222 or City Wide Taxi 709-722-7777**

## Public Transportation – St. John's, Mount Pearl and Corner Brook

If you do not own or have access to a vehicle, you can use the public transport system (buses). Public transportation is available in St. John's, Mount Pearl, and Corner Brook. These cities have buses that run at certain times of the day on different routes throughout the city.

**St. John's/ Mount Pearl:** The Metrobus Transit System serves St. John's and Mount Pearl from 6:00am until midnight Monday to Friday, 7:00am until 11:00pm Saturdays, and from 8:00am until 8:00pm on Sundays.

There are special rates for seniors, students and children. If you will be using the bus as your main mode of transport, a bus pass may be a less expensive option. For more information on costs, schedules, and routes, contact the Metrobus "Ride Guide" at 709-722-9400 or visit their website at [www.metrobus.com](http://www.metrobus.com)

**Corner Brook:** Corner Brook Transit is operated by Murphy Brothers Limited. The transit system runs from 7:00am until 6:00pm. You can get bus schedule information by calling 709-639-7287

## Transportation for People with Disabilities:

The St. John's Para-Transit System (PTS) is in place to ensure that people with disabilities have equal access to a transport system that will allow them to participate in all aspects of community life. Contact Wheelway Transportation for more information at 709-753-2877 or GoBus Accessible Transit at 709-368-8887

## Island Wide Bus Service

There are several bus services that operate throughout the province. DRL Coachlines offers regular bus service across Newfoundland, daily service to and from the Port aux Basques ferry terminal to St. John's, as well as scenic tours. Newhook's Transportation connects St. John's with the Argientia ferry terminal from mid-June until Labour Day.

## Ferry Service to Nova Scotia

There are two ferry boat services that provide transportation services between Newfoundland and Labrador and Nova Scotia.

The Port-aux-Basques ferry runs on a year-round basis. The ferry leaves from the town of Port-aux-Basques on the west coast of the island and arrives in North Sydney, Nova Scotia. The Port-aux-Basques ferry ride can take anywhere from 4.5 to 8 hours, depending on weather conditions and if you are travelling in the day or night.

The Argientia ferry runs from mid-June to mid-September. The ferry leaves from the town of Argientia on the east coast of the island and arrives in North Sydney, Nova Scotia. The Argientia ferry ride can take anywhere from 14 to 16 hours.



# Cars and Driving

**Driver Examination Offices are located in various regions of the province. If you live in a remote area, visits by Driving Examiners are planned on a regular basis. Information on these times can be obtained from the Regional Office in the area.**

## Driver's License

### Step 1: Registration

You must be at least 16 years old to apply for a Novice Driver's License. If you are 19 years old or younger, you must have permission from a parent or guardian. Two pieces of identification are needed to apply for a Driver's License. At least one of these must be an original primary document.

### Step 2: Written Test

You must complete a written test with a passing grade of at least 85%. To prepare for the test, you must buy a Road User's Manual. You can also download this manual for free from the internet through the following link: [www.servicenl.gov.nl.ca/drivers/DriversandVehicles/driverlicensing/roadguide.pdf](http://www.servicenl.gov.nl.ca/drivers/DriversandVehicles/driverlicensing/roadguide.pdf). You will also have to take an eye exam.

### Step 3: Learner's Permit – Level 1

If you have passed the written test and eye exam, you will receive a Learner's Permit. You may now drive a car under the following conditions:

- There must be a licensed driver with you who has 4 years driving experience, and no other passengers (some conditions apply)
- You must have a sign on the back window saying "Novice Driver";
- You may not drive between midnight and 5 a.m.

### Step 4: The Road Test

You can apply for a road test after 12 months (8 months if you have successfully completed an approved Driver Education Program). Your vehicle will be checked for mechanical fitness on the day of your road test. You must also provide insurance and a vehicle registration permit for the vehicle in which you are to be road tested.

### Step 5: Learner's Permit – Level 2

Once a person has passed the road test he or she may drive a vehicle for twelve months under the following conditions:

- You must be accompanied by a licensed driver between midnight and 5 a.m.

### Step 6: Regular Class 5 License

You will automatically receive your Class 5 Driver's License in the mail if you have completed driving for 12 months at Level 2 and if you have not had any traffic violations.

### Experienced Drivers from Other Countries

**You must exchange your existing driver's license to a Newfoundland and Labrador Driver's License within 3 months after coming to this province. There are different rules for getting a local license.**

If you are coming from United States, Germany, Austria, Switzerland, United Kingdom, Republic of Korea, Isle of Mann, Northern Ireland or France, you can exchange their existing licence for a Newfoundland driver's licence without taking a written, vision or road test, provided:

- You are 17 years of age or older
- Your existing license is valid (not suspended, cancelled or revoked)
- Your license is expired for no more than 5 years

**For more information on how to get your driver's license in Newfoundland and Labrador, visit the Motor Registration Division's website at:**  
[www.gs.gov.nl.ca/drivers/DriversandVehicles/driverlicensing/](http://www.gs.gov.nl.ca/drivers/DriversandVehicles/driverlicensing/)

### Children in Vehicles

Parents must ensure that young children are secured in special seats known as car seats and booster seats when driving in a vehicle. These special seats provide a safer ride while traveling in a vehicle. The driver of the vehicle is responsible to see that the child is safely restrained in one of these seats. Remember that car seats and booster seats should be used in the back seat only.

All children weighing less than 40 lbs (18.9 Kg) must be secured in a car seat. Car seats should face backwards until the child is over 1 year of age, is able to pull themselves to stand up independently and is over 20 lbs (9.45 Kg).

All children age 8 or younger who are between 40 lbs and 80 lbs (18.9 Kg – 37.8 Kg), and less than 4'9" (145 cm) tall need to be in a booster seat. Booster seats allow the vehicle's seat belt to properly fit the child.

Children under the age of 13 should always sit in the back seat. Passengers sitting in the back seat are 30 % safer than passengers sitting in the front seat.

### **Buying a New or Used Car from a Dealership**

Car dealers sell new and used cars. The names of dealers are in the Yellow pages under "Automobile Dealers."

### **Warranties**

New cars have a warranty. This means that the dealer will replace or repair certain parts for free. Find out what the warranty covers and how long it lasts. Used car dealers may also provide warranties, but they are usually limited both in coverage and duration.

### **Buying a Used Car from Another Person**

You can also buy a used car directly from an owner. Check the classified section of your local newspaper; the "Buy and Sell" magazine, or websites such as Kijiji ([www.kijiji.ca](http://www.kijiji.ca)) or NLClassifieds ([www.nlclassifieds.com](http://www.nlclassifieds.com)). Look around and compare prices. Always test drive a car before you buy it. Take along a friend or relative along for advice. If possible, ask a mechanic to check the car before you buy it.

### **Registering a Used Vehicle**

A seller must notify the Motor Registration Division within ten days of selling a car by sending in a Notice of Sale. Not submitting a Notice of Sale within 10 days is an offence and could result in a fine. A buyer must transfer ownership of the car at the Motor Registration Division with a Bill of Sale within 10 days. Failure to submit a Bill of Sale within 10 days is an offence and could result in a fine. To transfer ownership of a vehicle, you need:

- The seller's vehicle registration permit
- A bill of sale and/or a sworn affidavit
- A completed and signed insurance declaration on the reverse of the seller's vehicle registration permit

- A motor vehicle safety inspection certificate

When you transfer and/or register your vehicle, you will have to pay the following:

- Transfer fee
- Provincial Sales Tax on the purchase price of the vehicle (when you purchase a vehicle)

### **Insurance**

By law, you must have a minimum amount of insurance on your car. There are many private companies that offer car insurance. If you have an accident, your insurance company can help you pay for damages and injuries. For more information on different types of auto insurance and costs, look in the Yellow Pages under "Insurance – Agents and Brokers."

### **Car Accidents**

If you have an accident, you should:

- Find out if anyone is hurt
- Exchange insurance information with the other driver
- Write down the other driver's name, address, phone number; driver's license number and license plate number
- Get the name, address and phone number of anyone who saw the accident.

If someone has been hurt or killed, if there is significant vehicle damage, or if the other driver broke the law, you need to report the accident to the police. If you need the police to come, dial the emergency number in your area. If it is not an emergency, go to the police station within 24 hours of an accident.

### **Seat Belts**

Seat belt use is mandatory in Newfoundland and Labrador. The lap belt is to be worn low down on the hips (not across the stomach) ensuring that the belt is tight. The shoulder belt must be worn across the shoulder and never under the arm. An improperly worn seat belt could cause additional injury rather than protect you during a collision. All passengers 16 years of age and over are responsible for wearing their seat belts properly. The driver's responsibility is to ensure that passengers under 16 years of age are properly restrained.

Pregnant women should wear the lap and shoulder belt when riding in a vehicle. The belt must be worn properly, low down under the bulge of the tummy and across the shoulder. The best way to protect the unborn child is to ensure the safety of the mother.



# Education

## Primary, Elementary and Secondary Schools

All children in Newfoundland and Labrador between the ages of 5 and 16 must go to school. Public school is free. Children begin school when they are about 5 years old and usually finish by 18.

The first year of school is called kindergarten and children attend only half-days. Primary Schools (Grades 1 to 3), Elementary Schools (Grades 4 to 6), Junior High Schools (7 to 9), and High Schools (Grades 10 to 12) normally start between 8:30 and 9:00 a.m. and end between 2:30 and 3:00 p.m.

When you register your child for Kindergarten, you will be informed about the KinderStart Program. The Program consists of a series of orientation sessions for children and parents designed to ease the transition into the school environment. Children registered for Kindergarten will attend KinderStart in their designated neighbourhood school.

### Registration

Your child will start school only after completing the registration process. You must register your child at the school designated by the School Board. Most of the time, your child will attend the school closest to where you live.

The Association for New Canadians (ANC) can help you with the registration process and arrange for a meeting with the school principal or teacher. For more information contact the ANC Main Office at (709) 722-9680 or the Settlement Workers in the Schools Program (SWIS) at (709) 722-2828.

### French Immersion Programs

Some schools in Newfoundland and Labrador offer French immersion programs. This means that French is the language of instruction and is the main language of communication in the classroom. You may choose to enrol your child in either the Early French Immersion (EFI) or Late French Immersion (LFI) programs:

- EFI begins at the Kindergarten level with all classroom lessons in French. With the introduction of English Language Arts at Grade 3 and other subjects in English in later grades, instruction in French decreases through the years of schooling.
- LFI is from Grade 7 to Level III with about 75 percent of lessons in French in Grades 7 and 8. The percentage of instruction in French decreases through the years of schooling.



## English as a Second Language (ESL) Kindergarten to Grade 12

English as a Second Language (ESL) Programs are managed by the School District in your area. Some schools have ESL programs and others do not. Contact your local school district for schools in your area that offer ESL programs.

When a child who needs ESL support is enrolled in school, the Principal will ask the School District for support. It may take some time to find an ESL teacher. You can discuss choosing a school with a Counsellor from the Settlement Workers in the Schools (SWIS) Program. They can fax the registration information to the school and ask for an appointment for you to meet with an ESL teacher. If you need an interpreter, a SWIS Counsellor can arrange one for you.

### Settlement Workers in the Schools (SWIS) Program

The ANC's Settlement Workers in the Schools (SWIS) Program is designed to help children and youth integrate into the Newfoundland and Labrador school system. The SWIS Program is available in several schools in the St. John's area.

**For more information on this program and the services it provides, contact SWIS at (709) 722-2828.**

Services offered by SWIS include:

#### Orientation

- Helping with registration of new students
- Orientation to text books, school supplies, homework, report cards, transportation, etc.
- Introducing and explaining school policies

#### Identification of Needs

- One-on-one meetings with students and or parents when they first come to school to identify needs
- Regular communication with school staff about your child

#### Information

- Providing help and guidance to children and parents
- Helping parents become involved in the school and community

#### Interpretation and Translation

- Helping students and parents find translation services.

### Counselling

- Providing help to students or parents who are having difficulty adjusting to their new school and/or community.

### ANC After School Program

The ANC's After School Program is offered in St. John's, one day a week, during the school year. This program is designed to help newcomer youth with their English and math, provide homework assistance, and promote participation in activities in the school and in the community.

### ANC Summer Programs

The Association for New Canadians offers educational and recreational programming for immigrant and refugee children and youth throughout the summer months. Programs are available for children aged 5-12, as well as for youth aged 13-18. For more information please contact the Association for New Canadians at (709) 722-9680.

### Post-Secondary Education

There is one university and one publicly-funded community college in Newfoundland and Labrador – Memorial University and the College of the North Atlantic. Both have a network of campuses around the province. There are also many private colleges in the province.

To attend college or university, you will need "Proof of English Proficiency." This means you must pass the Test of English as a Foreign Language (TOEFL) or similar test.

Memorial University is the largest university in Atlantic Canada. It is made up of the St. John's Campus ([www.mun.ca](http://www.mun.ca)); the Fisheries and Marine Institute in St. John's ([www.mi.mun.ca](http://www.mi.mun.ca)); Sir Wilfred Grenfell College in Corner Brook ([www.swgc.mun.ca](http://www.swgc.mun.ca)); a residential campus in Harlow, England; the Institute Frecker in St. Pierre; and the Labrador Institute.

College of the North Atlantic (CNA) offers more than 100 full-time certificate, diploma and advanced diploma programs and over 300 part-time courses. Programs are offered at 17 campus locations around the province. CNA also offers the Adult Basic Education (ABE) program at various campuses. For more information on campus locations, classes and programs offered, visit the website at: [www.cna.nl.ca](http://www.cna.nl.ca).



**Post-Secondary education can be expensive. There is a system of financial support available. The Canada-Newfoundland and Labrador Student Loans program provides financial assistance in the form of grants and loans. You must be a resident of Newfoundland and Labrador in order to qualify for these grants and loans.**

## **Private Colleges**

There are many private career colleges in Newfoundland and Labrador that offer programs of study from Welding to Computer Studies. Private colleges are often more expensive than the courses offered at the College of the North Atlantic. The decision to go to college is an important one – the ANC can help you make the choice that best suits you.

## **General Education Development/ Adult Basic Education**

The General Education Development (GED) test can help you earn a high school diploma. These tests are designed to measure general knowledge, ideas and thinking skills. The GED is a test only. If you feel the test would be too difficult, you may want to enrol in the Adult Basic Education Program. For more information on the Adult Basic Education (ABE) Program, including where it is offered in the province, visit [www.aes.gov.nl.ca/adultlearning/abe.html](http://www.aes.gov.nl.ca/adultlearning/abe.html)

## **English as a Second Language (Adults)**

Most settlement agencies have programs and services that help newcomers learn English.

The Association for New Canadians' ESL Training and Assessment Program helps newcomer adults learn English. To enroll in the ESL program, you must have Permanent Resident status in Canada or be someone who Citizenship and Immigration Canada intends to grant Permanent Resident status. These services are free of charge to permanent residents. Other participants may be eligible with a valid Student Authorization from Citizenship and Immigration Canada. If you are not eligible through CIC funding, there is a monthly fee to attend ESL training at the ANC. Upon registration, learners are assessed based on the Canadian Language Benchmark Assessment (CLBA). Following the assessment

process, learners are assigned to classes in one of eight levels: three foundation or Levels 1-5.

The Association also offers a number of programs for clients who are ineligible or unable to attend the ESL Training and Assessment program during the day. These include:

### **Itinerant Program**

This program provides language training to eligible newcomers who are unable to access ESL training at the ESL Training Center due to issues such as waitlists, priority seats and childcare. As part of this program, the Itinerant Teacher provides weekly tutoring sessions based on the Canadian Language Benchmarks.

### **Outreach Tutor Program**

In order to provide increased access to English as a Second Language training across the province, the Association delivers ESL training to eligible individuals who are unable to participate in language training in St. John's.

### **LINC Home Study (Distance)**

This distance ESL program is offered to permanent residents who wish to improve their listening, speaking, reading, and writing skills in English. This program follows the Canadian Language Benchmarks, and is offered by distance. As part of the program, you are provided with a weekly half-hour session with a TESL-certified instructor.

### **ESL Evening Classes**

The Association offers evening classes one evening per week to eligible individuals. The Association also offers an Evening Pronunciation Class for newcomers who have good English skills but need help with their accent and pronunciation.





### **Industry-Specific Language Training (ISLT)**

This program helps newcomers learn language and skills that are required for working in Canada. The ISLT uses interactive listening activities and case studies to assist participants. This course is offered through the ANC's AXIS Career Services.

### **TOEFL Preparation Classes**

These classes help newcomers prepare for the Test of English as a Foreign Language (TOEFL iBT) online exam. Participants complete a six (6) week in-class as well as a five (5) week self-directed study using onsite resources including a full services language lab and Resource Work Centre. This course is offered through the ANC's AXIS Career Services.

**Please contact the Association for New Canadians ESL Training Centre for more information on these programs:**

**Association for New Canadians  
P.O. Box 2031, Station C  
St. John's, NL  
A1C 5R6  
Tel: (709) 726-6848  
Fax: (709) 726-6841  
E-mail: [linc@nflid.net](mailto:linc@nflid.net)**

Memorial University offers a 12-week intensive English Program 3 times a year and a 5-week Program each July. In addition, English for Special Purposes and custom designed courses are offered for groups. A fee is associated with these programs. For more information, contact: English as a Second Language Programs  
Spencer Hall SP3019

**Memorial University of Newfoundland  
St. John's, NL  
A1C 5S7**

**Tel: (709) 864-8740**

**Fax: (709) 864-8282**

**E-mail: [esl@mun.ca](mailto:esl@mun.ca)**

College of the North Atlantic offers English as a Second Language program at various campuses. ESL courses in listening, speaking, reading and writing are offered at 5 levels: Beginner; Intermediate I, Intermediate II, Advanced I and Advanced II. A fee is associated with this program. For more information, contact:

**College of the North Atlantic  
P.O. Box 1693**

**St. John's, NL A1C 5P7**

**Tel: (709) 758-7284**

**Fax: (709) 758-7304 Web: [www.cna.nl.ca](http://www.cna.nl.ca)**

### **Libraries**

The Provincial Information and Library Resources Board provides public library services in Newfoundland and Labrador. It operates over 90 libraries in the province. To find the library in your area, check the Yellow Pages under "Libraries – Public" or visit the Newfoundland and Labrador Public Library website at [www.nlpl.ca](http://www.nlpl.ca)



**Child Care can be expensive. There is financial aid available for people who may need extra help. This help depends on your income and can cover any of the three types of Child Care listed below. For more information, talk to an ANC Counsellor or the people at the Child Care Center.**

## Types of Childcare

There are several types of childcare available for parents who work or go to school during the day:

- Licensed Childcare Centres can be located in a church, school, or community center. They can also have their own separate building. They are able to take care of children and babies. Licensed daycare centres follow government standards and hire workers with special training.

- Family Childcare Homes take care of babies and children. This kind of care is in the provider's home. Some Family Childcare Homes are licensed and have workers with special training, others do not.
- In-home Childcare is when families hire an individual to come to their home and care for their children during the day. This person might be an experienced professional, or may not.

## Finding Childcare

When looking for a place or person to take care of your children, ask the staff at the ANC for information and advice. They can help you find the right type of childcare for your child. You can also look in the Yellow Pages under "Child Care Services", "Schools-Academic-Nursery and Kindergarten", and "Children's Services and Activities Information." Another source of information is the government list of approved centres found at [www.gov.nl.ca/cyfs/childcare/familyprograms.html](http://www.gov.nl.ca/cyfs/childcare/familyprograms.html). You can also look in the Yellow Pages under "Child Care Services" and "Children's Services and Activities Information."

## Special Needs

Some children may need special care so they can attend Child Care. They may have a learning or physical disability. Talk to an ANC Counsellor to find out which programs offer this kind of support.

## Summer Programs

There are different childcare programs in the summer months. For example, each year the Association for New Canadians offers its Summer Program for Children. The goal of this program is to help newcomer children with their English speaking and reading skills. Municipal governments, Memorial University, the YM/YWCA, and other community organizations run summer programs. The ANC can give you information and advice on summer childcare programs.



# Employment

**AXIS** (Acquiring eXperience; Integrating Skills), a division of the Association for New Canadians, provides career-focused services and employment programs for newcomers. **AXIS** aims for successful labour market integration for newcomers. **AXIS Career Services** offers:

- Pre-Employment Readiness Training
- Career Essentials Training
- Career Connections Workshops
- Networks Job Start/Job Coaching
- e-Employment Career Counselling
- Portfolio Development
- Advanced Language Training
- Industry-Specific Language Training
- TOEFL Preparation Classes
- Bridge-to-Work Programs
- Internship Program
- Strategic Transitions and Employment Partnerships (STEP) Career Training Placements
- Mentoring Program
- Business Development Support
- Credential Assessment Information
- Individual and Group Counselling

In addition, **AXIS** offers access to a Skills-Matching Database, an online tool where employers can post job openings, access online resumes, find answers to immigration questions, labour market information and access services available through **AXIS Career Services**.

Other programs and services **AXIS** offers include:

- Help with Credential Recognition & Prior Learning Assessments
- Help with obtaining Professional Association Membership
- Information on English proficiency exam preparation such as CAEL, CanTest, IELTS, TOEIC, CELBAN and MELAB
- Post Secondary Information Seminars
- Community Liaison Services for International Medical Graduates (IMGs), Health professionals and their families
- Career Information Resource Centre (CIRC)/Computer Lab access

For information and advice on finding a job, contact a **Career Counsellor** at the **Association for New Canadians' AXIS Career Services Center** at:

**AXIS Career Services**  
St. John's, NL  
Phone: (709) 579-1780  
Email: [axis@nfld.net](mailto:axis@nfld.net)  
Website: [www.axiscareers.net](http://www.axiscareers.net)

## Service Canada

Service Canada is a federal government department that provides easy access to a wide variety of government services and programs, including employment services. The Service Canada website has links to general job searches ("Job Bank"), as well as links to job opportunities in various government departments and sectors. There are a number of tools that can help you search job listings, create a resume, choose a career, and assess your skills. You can also visit a Service Canada Center in your area. To find the Service Canada Center nearest you, go to the Service Canada website at [www.servicecanada.gc.ca/](http://www.servicecanada.gc.ca/) or call 1 800 O-Canada (1-800-622-6232).

## Finding a Job

There are many different ways to find a job:

- Visit **AXIS Career Service** at the Association for New Canadians
- Visit your local **Service Canada Centre**
- Look on internet job sites such as [www.jobbank.gc.ca](http://www.jobbank.gc.ca), [www.workopolis.ca](http://www.workopolis.ca), [www.jobsinnl.ca](http://www.jobsinnl.ca) and [www.careerbeacon.com](http://www.careerbeacon.com)
- Look in your local newspaper's "Classified" or "Career" section
- Look for "Help Wanted" signs in the windows of businesses
- Volunteer: You can gain valuable work experience and develop contacts that can help you find full time, paid employment.



## Applying for a Job

**Application Forms:** Some companies have application forms for you to fill out when you apply for a job. You can fill these out in the office or take them home with you to complete. If you have any questions or need help filling out the application, contact a Career Counsellor at AXIS Career Services.

**Resume:** A resume is a written summary of your work, volunteer experience and education. There are different ways of writing a resume. Look on the internet for sample resumes. If you have any questions or need help, contact a Career Counsellor at AXIS Career Services or your local Service Canada Center for assistance.

**Cover Letters:** A cover letter is a review of your most relevant experience and is written to match the job you are applying for. Cover letters are attached to your resume when you apply for a job. If you have any questions or need help preparing your cover letter, contact a Career Counsellor at AXIS Career Services or your local Service Canada Center for assistance.

### Supporting Documentation and Credentials:

Try and make sure that your diplomas, certificates, degrees, and letters of reference are translated. Many credentials from other countries are valid in Canada, others are not. Before applying for a job in Canada, your credentials should be translated and evaluated. Contact a Career Counsellor at AXIS Career Services for more information on translation and Foreign Credential Recognition.

## Job Interviews

If you are asked to come for a job interview, the employer will ask you questions about your employment and education background. Employers will want you to explain your skills and expect you to show interest in their business/company. The interview is also an opportunity for you to ask questions about the job. Contact a Career Counsellor at AXIS Career Services for more information on job interviews.

## Labour Standards

In Newfoundland and Labrador there are laws to protect workers. The most important is the Labour Standards Act. This Act details laws on hours of work, deductions, vacations, leave from work, employment of children, and others. The Labour Standards Regulations are available in English, French, Mandarin and Spanish.

For copies of the Act, contact the Labour Standards Division of the Provincial Government at:

**Telephone: (709) 729-2743/ (709) 729-2742**

**Toll Free: 1-877-563-1063**

**Fax: (709) 729-3528**

**Email: [LabourStandards@gov.nl.ca](mailto:LabourStandards@gov.nl.ca)**

**Website: [www.gov.nl.ca/lra/index.html](http://www.gov.nl.ca/lra/index.html)**

If your employer does not follow these laws, talk to your employer. If you belong to a union, talk to the Shop Steward. If you still have a problem, contact the Labour Standards Division.

## Workplace Health, Safety and Compensation Commission (WHSCC)

The Workplace Health, Safety and Compensation Commission promotes safe and healthy work environments, provides return-to-work programs and fair pay to injured workers and their dependents. This means that if you are injured at work and unable to return to your job, the WHSCC will pay you part of your salary and help you prepare you for your return to work.

**St. John's (Head Office)**

**146 - 148 Forest Rd.**

**P.O. Box 9000**

**St. John's, NL A1A 3B8**

**Tel: (709) 778-1000**

**Fax: (709) 738-1714**

**Toll Free: 1-800-563-9000**

**Grand Falls-Windsor**

**26 High Street**

**P.O. Box 850**

**Grand Falls-Windsor, NL A2A 2P7**

**Tel: (709) 489-1600**

**Fax: (709) 489-1616**

**Toll Free: 1-800-563-3448**

**Corner Brook**

**Suite 201B, Millbrook Mall**

**2 Herald Avenue**

**P.O. Box 474**

**Corner Brook, NL A2H 6E6**

**Tel: (709) 637-2700**

**Fax: (709) 639-1018**

**Toll Free: 1-800-563-2772**

# Health Care Services



## The Provincial Medical Care Plan (MCP)

Each province in Canada is responsible for paying for basic health care costs for its residents. The Newfoundland and Labrador Medical Care Plan (MCP) is a medical insurance plan that covers the cost of medical visits and other medical services to all residents of the province.

Eligible residents fall into four groups:

- Canadian Citizens
- Landed Immigrants
- Foreign Workers
- International Students

All residents of Newfoundland and Labrador must have an MCP Card. For information on how to apply for an MCP Card, see the chapter entitled "Important Documents" or visit the MCP website at: [www.health.gov.nl.ca/mcp](http://www.health.gov.nl.ca/mcp)

## Interim Federal Health Program

The Interim Federal Health Program provides coverage of health-care costs to protected persons and other eligible groups not covered by provincial or territorial health insurance plans and where a claim cannot be made under private health insurance.

**For additional information on this program, please contact the ANC or the CIC Call Center at 1-888-242-2100**

## Finding a Family Doctor

How can you find a family doctor?

- The ANC's Gateway Program matches newly arrived Government Assisted Refugees with a medical student from Memorial University who helps document their medical history and matches them with a family doctor in their community. Talk to a counsellor at the ANC for more information.
- The College of Physicians and Surgeons of Newfoundland and Labrador's website ([www.cpsnl.ca](http://www.cpsnl.ca)) provides a search tool that can help individuals find doctors accepting new patients in their community;
- Ask friends or neighbours;
- Look in the Yellow Pages under "Physicians and Surgeons"; and,
- Call the Newfoundland and Labrador Health Line, toll-free at **1-888-709-2929**

Try to find a doctor or clinic near your home and call for an appointment. The receptionist can tell you if they are taking new patients. It is important to take your MCP card with you. Without it, you must pay for the services. If you do not have a family doctor, you can go to a Walk-In Clinic. These clinics do not have your medical records and are limited in the treatment they can give you.

### **ANC Public Health Nurse**

Since 2007, the Association for New Canadians has been partnering with Eastern Health to provide the services of a Public Health Nurse at the ESL Training Centre in St. John's.

The on-site clinic operates four days per week and has been instrumental in promoting healthy living among newcomer families. The Public Health Nurse facilitates access to family doctors and other health care resources in the community, and provides an array of services including Weekly Child Health Clinics, Pre-School Health Checks, School Immunization Program, TB Screening, as well as follow up and referral for pregnancy and prenatal education.

Health Promotion and Prevention education is provided on a variety of health related topics including immunization and communicable disease, breastfeeding, parenting, healthy eating and activity, hypertension, diabetes, puberty and cervical screening.

### **Prescription Drugs**

Once you find a doctor, try to find a pharmacy nearby. You must have a doctor's prescription to buy prescription medication at a pharmacy. Unless you are covered by a health plan through your employer, you will have to pay for prescription medication. If you are covered by the IFH Program, some medication may be covered. Pharmacies also sell non-prescription medicine for less serious medical conditions. Ask your pharmacist if you have questions about prescription or non-prescription drugs.

If you are over the age of 65, a Permanent Resident in Canada, and receive Old Age Security Benefits from Service Canada, you may qualify for the Newfoundland and Labrador Prescription Drug Program's (NLPDP) 65 Plus Plan for Landed Immigrants. Information on the 65 Plus Plan and other programs that provide financial assistance for prescription drugs is available online at [www.health.gov.nl.ca/health/prescription/](http://www.health.gov.nl.ca/health/prescription/) or by phone at 1-888-859-3535.



**Heath Sciences Centre  
(General Hospital),  
300 Prince Phillip Drive, St. John's.**

### **Medical Emergencies**

If you have a medical emergency, you should go to the Emergency Department of a Hospital. These departments are usually open 24 hours a day. If you need an ambulance, call 911 or the emergency number in your area. You must pay for the ambulance services; this is not covered by MCP.

### **Health Help Line**

If you have any questions or concerns about a medical issue, you can call the Newfoundland and Labrador Health Line at 1-888-709-2929. A registered nurse will assess your situation and tell you what needs to be done.

### **Health and Crisis Help Lines**

**Newfoundland and Labrador Health Line**  
1-888-709-2929 • TTY: 1-888-709-3555

**Pediatric Telephone Advice Line**  
Toll Free: (709) 722-1126 • 1-866-722-1126

**Poison Control Centre (24 Hour)**  
Toll Free: (709) 722-1110 • 1-866-727-1110

**Children's Protection Services (24 Hour)**  
(709) 752-4619

**Kid's Help Phone 24 Hour**  
(help line for troubled/abused kids/teens)  
Toll Free: 1-800-668-6868



**Naomi Centre 24 Hour**  
(Shelter/support/safety for young women)  
(709) 579-8432

**Choices for Youth 24 Hour**  
(Shelter/support/safety for young men)  
(709) 757-3050

**Iris Kirby House (Shelter/support/safety  
for women and their children)**  
(709) 753-1492 • 1-877-753-1492

**Sexual Assault Crisis Line 24 Hour**  
(709) 726-1411

**Mental Health Crisis Line 24 hour**  
Toll Free: (709) 777-3200 • 1-888-737-4668

**Gambling Help Line**  
Toll Free: 1-888-899-4357 • 1-800-363-5864

**Smoker's Help Line**  
Toll Free: 1-800-363-5864

**Pap Screening or the Cervical  
Screening Initiatives Program**  
Toll Free: 1-866-643-8719

## Police and Emergency Contact Information

### The Police in Newfoundland and Labrador

In Canada, the role of the police is to serve and protect the people and property in the community. Newfoundland and Labrador has two police forces: the Royal Newfoundland Constabulary (RNC) and the Royal Canadian Mounted Police (RCMP).

The Royal Newfoundland Constabulary (RNC) provides police services in St. John's/Mount Pearl and surrounding areas, Corner Brook, Labrador City and Churchill Falls. The main headquarters of the RNC is located at Fort Townsend in center city St. John's. The RNC has offices in all areas it serves. For contact information in your area, look in the White Pages of the phonebook under "Royal Newfoundland Constabulary."

**RNC Contact Information**  
Emergencies (24 hrs): 911  
Complaints (24 hrs):  
(709) 729-8000  
Inquiries: (709) 729-8333  
Hearing/Speech Impaired TTY: 1-800-363-4334

**RCMP Contact Information**  
Province-wide Emergencies: 1-800-709-7267  
Hearing/Speech Impaired TTY: 1-800-563-2172

### Fire Departments

There are over 300 fire departments in Newfoundland and Labrador. If there is a fire or other emergency, the fire department nearest you can be reached by calling **911** in St. John's/Mount Pearl and surrounding areas, Corner Brook, Labrador City and Churchill Falls, or **1-800-709-7267** in all other areas of the province.

### Fire Prevention

It is important to remember and follow some basic guidelines that will help protect you and your family in the case of a fire:

- Make sure your home has a fire extinguisher on each floor
- Make sure your home has a smoke alarm on each floor
- If you smell smoke or see flames, get everybody out of the home
- Feel all doors before opening them; if a door is hot, don't open it
- During a fire, the air is cleaner closer to the floor; get down on your knees and crawl to an exit
- Close doors to slow the spread of smoke and flames
- Make sure that the family has an "emergency" evacuation plan and that everyone knows where the emergency exits and stairs are;
- Agree on a meeting place; go there and "take attendance" to be sure that no one is left inside the building.

**If you are not sure whether or not it is an emergency, call the emergency number. Tell the police what is happening and they will decide what to do. You may call the police at any time, day or night.**

# Money and Banking

## Currency

Canada has coin and paper money in the following denominations:

Paper currency: \$5, \$10, \$20, \$50, \$100, \$1000

Coin currency: 5¢, 10¢, 25¢, \$1.00, \$2.00

## Banks, Trust Companies and Credit Unions

The safest place to keep your money is in a bank, trust company or credit union. Most employers require that you have a bank account. The most common type is a "chequing account." If you plan on saving and not taking money from the account very often, you may want to open a "savings account." Ask an ANC Counsellor for more information on opening a bank account.

## Debit Cards and Credit Cards

When you open a bank account, you will get a bank card, also called a debit card. Debit cards can be used instead of paying cash. When you buy things with this card, the money comes straight out of your bank account. You can also use this card at bank machines, also called automated teller machines (ATMs). You can withdraw, transfer and deposit money using ATMs. There is usually a transaction fee each time you use your debit card.

You can also apply for a credit card through your bank, financial institutions, retail stores or some gas companies. Credit cards let you buy things now and pay for them later. You are charged interest if you do not pay your credit card balance every month. Be cautious about spending money on your credit card. It can be very expensive if you do not pay your balance each month.

## Sending Money to Other Countries

Canadian banks and foreign exchange companies can send money to banks in most countries. You can also send a money order through the mail. Money orders are available at banks, foreign exchange companies or at the Post Office. Check to make sure the money order can be cashed in the country to which it is being sent before purchasing.

**Debit cards and credit cards have Personal Identification Numbers (PINs) so that only you can use the card. Do not tell anyone your PIN; only you should know your PIN.**

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



## Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Contacts

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# September 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Image: Beach in Torbay, Sheri Manuel 2007

# October 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	5	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Image: Islands of Tors Cove Sheri Manuel 2007



# November 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Image: Iceberg off Blackhead Sheri Manuel 2007

# December 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Image: Islands of Cape Race: Sheri Manuel 2010

# January 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
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26	27	28	29	30	31	

Image: Three Ponds Pippy Park: Sheri Manuel 2007



# February 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

Image: Portugal Cove Sheri Manuel 2006

# March 2014

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16	17	18	19	20	21	22
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30	31					

Image Petty Harbour: Sheri Manuel 2010

# April 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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# May 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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25	26	27	28	29	30	31

Image: Change Houses Sheri Manuel 2010

# June 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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Image: Homes in Brigus: Sheri Manuel 2010

# July 2014

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27	28	29	30	31		

Image: White Flowers: Sheri Manuel 2010



# August 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
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Image: Little White House in Tors Cove, Sheri Manuel 2007

# September 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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Image: Sailing in Brigas: Sheri Manuel 2007

# October 2014

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Image: Marsh Flytraps in Cape Race, Sheri Manuel 2010



# November 2014

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Image: Petty Harbour: Sheri Manuel 2007

# December 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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14	15	16	17	18	19	20
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Image: Old Shop Sheri Manuel 2010

# January 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Image: Ladies In Middle Cove: Sheri Manuel 2008



# February 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Image: Three Ponds Puppy Park: Sheri Manuel 2006

# March 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Image: Bell Island Cliffs Sheri Manuel 2010

# April 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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12	13	14	15	16	17	18
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Image: Flowers in Conception Bay, Sheri Manuel 2010



# May 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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24	25	26	27	28	29	30
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Image: Beach Debris in Witless Bay, Sheri Manuel 2009

# June 2015

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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Image: Beach Flowers Sheri Manuel 2009

# July 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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12	13	14	15	16	17	18
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Image: View from Cape Spear, Sheri Manuel 2006



# August 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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Image: George Street, Sheri Manuel 2006



Citizenship and  
Immigration Canada

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